

## AI-powered observability

Enterprises running complex, hybrid and multicloud environments struggle with fragmented monitoring, reactive operations, and limited visibility into how IT performance impacts business outcomes.

This challenge is amplified in mission critical and regulated environments, where outages, performance degradation, and slow root-cause identification can impact risk, resilience, and customer trust.

Dynatrace and Kyndryl deliver an AI-powered, end-to-end managed observability service that unifies IT, security, and business data across hybrid and multicloud environments. At the heart of the solution is the Dynatrace autonomous intelligence platform, which provides real-time insights and precise root-cause analysis.

Kyndryl embeds Dynatrace capabilities into Kyndryl Bridge, extending observability beyond insight into actionable, automated operations. Supported by Kyndryl's global delivery model and more than 7,000 automation playbooks, our solution enables proactive, automated operations at enterprise scale.

→ **AI-driven observability**

Move beyond fragmented monitoring to autonomous intelligence with real-time insights and automated root-cause analysis.

→ **End-to-end visibility**

Gain unified, full-stack visibility spanning mainframe, cloud, and modern digital environments.

→ **Automated operations**

Shift from manual, reactive incident response to event-driven, closed-loop remediation powered by automation playbooks.

→ **Observability as a managed service**

Reduce operational burden with an end-to-end, AI-powered managed service supported by Kyndryl's global delivery model.

→ **Stronger alignment between IT and business outcomes**

Connect IT, security, and business data to support more resilient operations and informed decision-making.

Industry	How Kyndryl and Dynatrace address observability challenges
<b>Automotive</b>	Provide end-to-end visibility across dealer, connected-service, manufacturing, and supply-chain systems to detect issues earlier and validate releases faster.
<b>Banking and financial</b>	Unify telemetry across banking systems to detect anomalies early, speed root-cause analysis, reduce MTTR, and support compliance and transaction monitoring.
<b>Chemical, oil and gas</b>	Unify observability across refinery, plant, field, trading, and supply-chain systems to detect service degradation early. Reduce risk and speed root-cause analysis across complex operations.
<b>Government</b>	Give public sector teams end-to-end visibility across citizen services and legacy-to-cloud environments to detect outages sooner and maintain service continuity.
<b>Healthcare &amp; life sciences</b>	Provide unified visibility across healthcare applications and integrations to improve reliability, accelerate remediation, and support compliance-sensitive operations.
<b>Insurance</b>	Monitor insurance portals, claims, policy, and API systems to detect issues faster and prioritize incidents by business impact.
<b>Manufacturing</b>	Monitor ERP, MES, supply-chain, IoT, and integration systems to detect issues early and reduce operational risk.
<b>Retail</b>	Track retail and e-commerce journeys across web, mobile, payment, and fulfillment systems to reduce friction, protect revenue, and speed root-cause analysis.
<b>Technology, media and telecommunications</b>	Observe telecom digital channels, operational support systems (OSS), business support systems (BSS), APIs, and cloud-native platforms to isolate faults quickly and reduce disruptions.
<b>Travel and transportation</b>	Monitor booking, check-in, mobile payment, and partner API workflows to identify failures and reduce disruption across high-traffic services.
<b>Utilities</b>	Connect application, infrastructure, and user-experience telemetry across utility platforms to improve reliability, triage incidents faster, and support service-level reporting.

## Why Kyndryl?

Kyndryl empowers enterprises to harness AI's transformative power, bridging the gap between ambition and readiness to support scalable, secure and innovative AI adoption for sustained advantage. Our core commitment is to advancing the technology and infrastructure that power human progress. With deep expertise in supporting the systems the world depends on every day, we're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business and working side by side with our customers to unlock potential.



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